Motor Vehicle Services

TALE LITE

MARCH 1990 VOL. 16 NO. 11 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

Col. Clinton L. Pagano takes oath as Director

MVS employees attend swearing-in ceremony

With his youngest son, Daniel, holding the Bible, Colonel Clinton L. Pagano took the oath of office on February 27 as the new Director of Motor Vehicle Services.

The longtime Superintendent of the New Jersey State Police said he was looking forward "with great interest and expectation" to the new challenges that lay ahead as MVS Director.

Colonel Pagano succeeded former Director Glenn R. Paulsen, who announced his resignation last month to join former New Jersey Attorney General Cary Edwards in a new law firm.

At the brief swearing-in ceremony at the Justice Complex, attended by Attorney General Robert J. Del Tufo and a number of MVS employees, Colonel Pagano thanked Paulsen for his work at the division and for assisting him in the transition.

Attorney General Del Tufo, who also thanked Paulsen, said the division was fortunate to have Colonel Pagano's abilities to take over the responsibilities "in these times."

Supreme Court Justice Alan B. Handler, of Trenton (right), administers the oath of office to Col. Clinton L. Pagano (center) as his son, Daniel, holds the Bible.
Photo by Scott Jones

"Glenn Paulsen did a remarkable job in righting DMV after the disastrous computer crash of 1985 and rebuilding it into an efficient and courteous service organization," Colonel Pagano said.

"More people come in contact with DMV than any other state agency. That is why I am looking forward to this challenge as an opportunity to continue building and improving the numerous services available to the public through DMV," he added.

"Since joining the State Police in 1952, I have worked closely with many of the employees at Motor Vehicles and I am glad I can now join the organization and renew those friendships," he said.

Saying he was going from "blood and bullets to systems and computers," Colonel Pagano praised the employees of MVS, noting, "You are the ones who provide service to New Jersey, and that is an important job."

(continued on page 2)

TALE LITE BLUES!

As a special salute to our new director, Col. Clinton L. Pagano, this month's issue of TALE LITE has taken on a new color.

For this issue, and this issue only, TALE LITE is being printed in blue and gold in recognition of Col. Pagano's 38 years with the New Jersey Division of State Police.

TALE LITE's red face will reappear in April.

Welcome aboard, Col. Pagano.

Col. Pagano 18th DMV boss

Colonel Clinton L. Pagano is the 18th individual to head DMV since it was created in 1906.

That total excludes four people who served briefly as acting directors. They were William M. Saley, Robert W. McMinn, Robert S. Kline and Christine R. Cox.

Motor Vehicles was housed in the Office of the Secretary of State when created in 1906 and the first three "directors" were Assistant Secretaries of State. The last of those three, William L. Dill, served as both Assistant Secretary of State in charge of Motor Vehicles and Commissioner of DMV, since he was in office when DMV was made a separate department in 1926. He was followed in 1930 by Harold G. Hoffman, the only Motor Vehicle

(continued on page 3)

Ron Fuydal makes house calls to 'doctor' sick computers

Your computer goes down. Who you gonna call? Ron Fuydal, the computer "ghostbuster," that's who!

Fuydal, Administrative Analyst 1 in Information and Systems Management, chases the "ghost" that makes your computer go down and restores the terminal to good electronic health.

He fields the questions, problems and concerns when any of the 1,200 terminals or printers with access to the comprehensive system turns unfriendly to its user.

The problems Fuydal encounters can range anywhere from a forgotten password to a situation so complex that the vendor must be called. "We even receive calls from people whose only problem is their computer is unplugged or switched off," he said.

He estimates that 75 percent of the problems can be handled on the phone. "If we can't resolve the problem on the phone, then we visit the site personally," he said.

"When someone's screen isn't working properly, usually the person isn't interpreting the symbols right. Then we talk her or him through the proper procedures," he said.

"From September through November 1988, our group worked every weekend when new model agencies and regional centers were being opened," Fuydal said. "Sometimes the hours aren't very stable, since much of the hardware installation and testing must be done after business hours so the daily work schedule isn't interrupted."

Fuydal has been part of the MVS equation since 1981, when he left private industry to join the old Planning and Systems Development Unit as a Procedures Analyst.

Since then, he's been involved in many important projects that have helped MVS grow over the years.

As a planner, he worked on the photo licensing program, violations system and implementation of the laser printing process for MVS forms.

Now, from his office on the fourth floor of 25 S. Montgomery St., he is responsible for the installation and inventory of the comprehensive system hardware at all MVS facilities throughout the state.

He is also involved in the structuring of the mail room, including the acquisition of new equipment.

His duties in this area involve the scheduling of the mailing of laser printed documents such as the registration and license renewals, change of address forms, surcharge bills, and suspension and restoration notices. More than 1.2 million items a month are handled by the mail room.

"The mailing schedule is actually an outline of a document's chain of events, beginning with the date laser printing begins and ending with the date the customer receives it," he said.

"Therefore," he continued, "the mailing schedule affects many people because it projects business volumes at inspection stations, agencies and the Telephone Center, in addition to the surcharge programs and the remittance processor, where checks arrive in response to the renewal notices.

"It's easier for these groups to function and provide good customer service when they are prepared for upcoming business. Mailing dates must be on target so people at the division have time to react and do their jobs efficiently," Fuydal explained.

Although Fuydal has an hour-and-a-half commute twice a day from his Loveladies home on Long Beach Island, which he shares with Gladys, his wife of 26 years, the rewards are plenty. Waiting for him at home is his 20-foot boat, which he takes on weekend fishing excursions on Barnegat Bay.

PROFILE

Ron Fuydal

MVS employees attend swearing-in ceremony

(continued from page 1)

Colonel Pagano said the division will "play an important role" in implementing the federal commercial driver license requirements over the next two years.

Colonel Pagano leaves a distinguished State Police career that began with his enlistment in 1952. Before that, he was a Marine in the Korean Conflict and served in the Army during the final days of World War II.

He became a detective in 1954 and later was assigned as a field investigator with the Auto Theft Unit. He also served on special assignment to the Attorney General's Office and the New Jersey Supreme Court as a confidential investigative aide.

In 1968 he was assigned as administrative officer of the Criminal Investigation Section and in 1972 was elevated to the rank of Captain and took command of the Narcotics Bureau. In 1973 he advanced to Assistant Supervisor of the Criminal Investigation Section.

He continued his law enforcement and criminal justice system education at New York, Maryland and Northwestern Universities, while playing an important role in the reorganization of the growing investigative arm of the State Police.

He was nominated on October 10, 1975 by Governor Brendan T. Byrne as the ninth Colonel and Superintendent of the State Police.

Among State Police programs spearheaded by Colonel Pagano were the recruiting of women troopers and the creation of an Urban Crime Fighting Detail.

He was also named as State Director of Civil Defense and Disaster Control, which was incorporated into the State Police as part of the Emergency Management Section.

With the beginning of casino gambling in Atlantic City in 1979, Colonel Pagano was instrumental in the establishment of rules and regulations to ensure compliance with the state statutes under the Casino Control Act.

Colonel Pagano also supervised the establishment within the State Police of the State Capitol Police Force, the New Jersey Marine Police, the Alcoholic Beverage Control Enforcement Bureau and other state-level policing entities.

In 1980 he was elected general chairman of the Division of State and Provincial Police for the 1981-82 term.

Colonel Pagano lives with his wife, Audrey, in Milford, Hunterdon County. They have three sons, Clinton, Jr., a graduate of the U.S. Naval Academy; Timothy, a graduate of the U.S. Military Academy, and Daniel, a trooper in the New Jersey State Police.

Col. Clinton L. Pagano

DIRECTOR'S MESSAGE

As I end a 38-year career with the New Jersey State Police and accept a new challenge as Director of the Division of Motor Vehicle Services, I find myself delighted with the opportunity that has been afforded me and the prospect of working with an entirely new team. While not a stranger to the upper reaches of the Division, I know that I have to develop new relationships and offer the same support to everyone that I tried to offer in my last assignment.

My reception to date has been heartwarming and I can see clearly why the rebuilding of Motor Vehicle Services has been accomplished to the point we now find ourselves.

The work force is superior and I intend to keep it that way, relying in total upon the professionals at every level. Ours is a people challenge where service is our first priority and in no other area of government does a work force touch a broader spectrum of the citizens of our state. Our basic mission always has and will continue to be the providing of titles, registrations and driving licenses to citizens who rely upon transportation for pleasure, business and their daily livelihood. This is a tremendous mission when you meld into the equation the responsibility that we have for a myriad of other functions, all of which New Jersey residents rely upon heavily.

The attitude of the MVS professional is the first order of business. Cutting through the confusion and fears of our clientele is best accomplished with a warm friendly greeting and an understanding approach. The technical aspects of our procedures are often not understood and I am impressed by the multitude of letters that I have seen attesting to the helpful attitude which must remain the hallmark of MVS.

Our challenges are multiple and all must be accomplished without adversely affecting our basic mission. I look forward to meeting every one of you and carrying on the fine job done by my predecessor, Glenn Paulsen. In virtually every respect, my attitudes match his. I know he left his post with a heavy heart, but also with a sense of great achievement. A feeling which, I am sure, he shared with all of you at MVS, whom he looked upon as true friends.

I welcome the challenge and look forward to fitting into this new environment quickly.

Sincerely,

Clinton L. Pagano

Col. Clinton L. Pagano
Director

Col. Pagano 18th DMV boss

(continued from page 1)

Commissioner or Director to ever go on to be Governor.

Arthur W. Magee had the honor of being both the last commissioner and first director, since he was in office when Motor Vehicles became a division within the Department of Law and Public Safety in 1948.

A complete list of all commissioners, directors and acting directors of the division follows.

* * *

Those who led DMV from 1906 to 1990

J.B.R. Smith	Assistant Secretary of State (Commissioner of M.V.)	1906-1911
Job H. Lippincott	Assistant Secretary of State (Commissioner of M.V.)	1911-1915
William L. Dill	Assistant Secretary of State (Commissioner of M.V.)	1915-1926
William L. Dill	Commissioner of Motor Vehicles	1926-3/31/30
Harold G. Hoffman	Commissioner of Motor Vehicles	4/1/30-1/16/35
Arthur W. Magee	Both Commissioner and Director of Motor Vehicles	1/17/35-5/24/50
Martin J. Ferber	Director of Motor Vehicles	5/25/50-9/30/51
William J. Dearden	Director of Motor Vehicles	10/1/51-10/7/54
Frederick J. Gassert, Jr.	Director of Motor Vehicles	10/8/54-12/30/58
Ned J. Parsekian	Director of Motor Vehicles	12/31/58-9/4/64
William M. Saley (Acting)	Director of Motor Vehicles	9/5/64-11/30/64
June Strelecki	Director of Motor Vehicles	12/1/64-2/28/70
Ronald Heymann	Director of Motor Vehicles	3/1/70-5/3/71
Raphael J. Marini	Director of Motor Vehicles	5/4/71-2/1/74
John A. Waddington	Director of Motor Vehicles	2/5/74-6/30/80
Robert W. McMinn (Acting)	Director of Motor Vehicles	7/1/80-8/6/80
Joan H. Wiskowski	Director of Motor Vehicles	8/7/80-3/29/82
Clifford W. Snedeker	Director of Motor Vehicles	4/1/82-4/26/85
Robert S. Kline (Acting)	Director of Motor Vehicles	4/26/85-4/4/86
Christine R. Cox (Acting)	Director of Motor Vehicles	4/5/86-6/5/86
Glenn R. Paulsen	Director of Motor Vehicles	6/5/86-2/27/90
Col. Clinton L. Pagano	Director of Motor Vehicles	2/27/90-

Bonds sold to finance MVS headquarters complex

The New Jersey Economic Development Authority has been successful in selling $114.4 million in tax-exempt revenue bonds to finance a major office complex in downtown Trenton that includes plans for a 10-story building to serve as headquarters for Motor Vehicle Services.

LETTERS

Quick and enjoyable

Sir:

I am writing about the service I received when I stopped to pick up fuel use decals. I wasn't sure when your office (Motor Carriers) opened but wanted to come by on my way to work. The person at the front desk was not in yet. I was offered a seat and the appropriate forms to fill out and was told that I would be helped as soon as the person arrived.

I had my paperwork ready so the woman took it and started to process my order. When the front desk person did arrive she was able to find that because I already applied for temporary stickers, I would not have to pay again. I had my decals and was on my way by 8:33 a.m.

I feel this is very commendable for a state agency and wish to thank you for your swift cooperation. If more agencies were as efficient and courteous, they wouldn't have the reputation they have. Thank you for making what I expected to be a wasted morning a quick and enjoyable one.

Charlene Green
Harry M. Stevens Inc.
Cranbury

Total about-face

Sir:

I'm writing to congratulate you for a total about-face. From a bureaucratic nightmare you've made dealing with Motor Vehicle Services of New Jersey a pleasure. Not only is the telephone for inquiries answered very promptly but it is also handled very efficiently and courteously by the intelligent people on the job. This is a far cry from past performance and you and your staff are to be congratulated for achieving this.

Edgar M. Housepian, M.D.
College of Physicians & Surgeons
Columbia University, N.Y.

If mom could see us now

Sir:

I remember the days when my dear mother, now deceased, would assemble a picnic basket of sandwiches, soda and fruit, pack up her knitting and load my sister and me and our dolls, together with the foregoing necessities, into her 1936 Chevy and set forth for the motor vehicle inspection station in Hackensack—all prepared for a monumental wait to get her "old faithful" inspected. She would be a bundle of nerves for weeks in anticipation of this catastrophic event and quite tearful if the inspectors gave her vehicle anything but a passing grade.

How she would appreciate 1989's version of that traumatic event!

My congratulations and sincere thanks for making it so easy and convenient for today's driving public to comply with this important safety responsibility.

I have my car inspected at the Paramus station and have found your staff to be not only courteous but also cheerful; the inspection done with obvious efficiency; and, the line wait minimal.

You may say on the card that accompanied my license renewal ". . . the system will never be perfect . . ." but you are so close now you should be as proud of yourselves as this driver is grateful to you!

Gloria H. Swett
Teaneck

Really a pleasure

Sir:

I would like to mention that our family moved to New Jersey in 1967. During these last 22 years we have endured all kinds of problems with various motor vehicle agencies, from long lines to grouchy personnel to clerical errors.

It was really a pleasure not to wait in endless lines and to be treated with courtesy.

Catherine E. Lynn
Medford

PUBLICATIONS CORNER

By EDYTH HETMAN

(EDITOR'S NOTE: Publications Corner is a new feature to tell readers about a Division publication they might want to know about or use.)

* * *

The illustrated MVS FAX DIRECTORY provides FAX (Frequency Automated Express) operators an overview of the FAX process, including how it works, MVS policies for the use of FAX equipment, where each FAX machine is located, the line and serial numbers, and whom to contact for answers to your FAX questions.

A FAX machine allows a person to transmit letters, memos, records and other documents electronically between locations. An employee using this machine can get a copy of a document to complete a transaction for a customer or to supplement or validate information.

Initial distribution of the directory was made in November to each facility with a FAX machine. If you didn't get your copy, check with your supervisor, who can obtain one from the Office of Public Affairs by calling 292-6908.

TALE LITE

State of New Jersey
Jim Florio, Governor

Department of Law and Public Safety
Robert J. Del Tufo
Attorney General

Motor Vehicle Services
Colonel Clinton L. Pagano
Director

***TALE LITE* is published monthly by the Office of Public Affairs, as a forum for information, ideas, comments and concerns.**

***TALE LITE* offices are on the 7th floor of 25 S. Montgomery St., Trenton, NJ 08666. Telephone: (609) 292-8231. Employee contributions are always welcome by mail at CN 164, phone or in person.**

The staff: Executive Editor: Christine R. Cox; Editor: George W. Robinson; Contributors: Edyth Hetman, Debbi Hutton, Maureen Sczpanski, Photographer: Denise Goddard; Editorial Consultant: H. Arthur Smith III; Printed by: Jules Caruso and the staff of Motor Vehicle Services' Print Shop.